

# ***Northern Panhandle Community Survey***

***Prepared for:  
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## Introduction and Methodology

As part of the *Sitka Access EIS and North Panhandle Transportation Study* for the Alaska Department of Transportation and Public Facilities, CH2M Hill contracted with the McDowell Group, Inc. to conduct a survey of households in the Northern Panhandle region. This report presents findings from the telephone survey, conducted of 304 randomly-selected households in nine communities in the Northern Panhandle region: Hoonah, Kake, Gustavus, Angoon, Pelican, Tenakee Springs, Port Alexander, Elfin Cove, and Baranof Warm Springs. The survey sample was distributed based on the relative population of each community. Maximum margin of error for the entire sample of 304 households is  $\pm 5.3$  percent at the 95 percent confidence level.

Following are key findings from the survey.

## Most Important Communities for Access

- Juneau was by far the most important community to have access to by either ferry or air, among surveyed communities. Four out of five said it was the most important community to have access to, both by ferry (81 percent) and by air (82 percent).
- Sitka was usually seen as the second-most important community to have ferry and air access to, by ferry (52 percent) and by air (52 percent).

## Relative Importance of Ferry Issues

- When asked to rank the relative importance of several ferry issues, respondents most often ranked frequency of service as most important (34 percent), followed closely by low-cost service (29 percent). Convenient arrival/departure times (18 percent) and fast travel times (16 percent) were not seen as important as these two issues.
- Respondents were in greater agreement on air service issues: 63 percent said that low cost air service was the most important issue. This was followed by frequent air service at 16 percent, convenient arrival/departure times at 10 percent, and fast travel times at 5 percent.

## Taking the Ferry versus Flying

- Over half of respondents (58 percent) said their number one reason for flying instead of taking the ferry was that the ferry takes too long. Schedule convenience was the number two reason at 26 percent.
- Asked for reasons they take the ferry instead of fly, respondents most commonly mentioned bringing a vehicle or freight. This was followed by less expensive at 33 percent and weather at 30 percent.

### **Travel to Juneau**

- Respondents reported taking an average of 9.5 trips in the last year to Juneau, 3.7 by ferry and 5.8 by air. Total trips ranged from 14.0 among Gustavus respondents to 1.4 trips among Port Alexander respondents.
- Respondents suggested that ferry service to Juneau would have to occur an average of 1.7 times a week in order to meet their needs. This figure ranged from 2.6 times a week among Hoonah respondents to 0.6 times a week among Elfin Cove respondents.
- If their desired frequency of service were met, respondents predicted taking an average of 12.6 trips to Juneau in a year. This is over three times the number of trips respondents reported taking by ferry in the previous year (3.7). Predictions ranged from an average of 2.9 trips among Port Alexander respondents, to 8.1 trips among Pelican respondents, to 15.6 trips among Hoonah respondents.

### **Travel to Sitka**

- Respondents reported taking an average of 2.8 trips in the last year to Sitka, 1.8 by ferry and 1.0 by air. (Over one-third, 36 percent, reported zero trips.) Travel frequency was highest among Port Alexander residents at 5.1 trips, and lowest among Gustavus residents at 0.4 trips.
- Respondents suggested that ferry service to Sitka would have to occur an average of 0.9 times per week to meet their needs. (Three out of ten said they needed no ferry service to Sitka.)
- Among those desiring ferry service to Sitka, they predicted taking an average of 6.9 trips per year with optimal ferry service. This figure ranged from 2.4 trips among Gustavus respondents to 8.8 trips among Port Alexander respondents.

### **Travel to Petersburg**

- Just one out of five respondents reported traveling to or through Petersburg. The average number of trips made in the previous year was 0.5.
- Respondents suggested that ferry service to Petersburg would have to occur an average of 1.3 times per month to meet their needs. (Three-quarters, 73 percent, said they needed no ferry service to Petersburg.)
- Among those desiring ferry service to Petersburg, they predicted taking an average of 4.6 trips per year with optimal ferry service. This figure ranged from 1.8 trips among Gustavus respondents to 6.5 trips among Kake respondents.

# INTRODUCTION AND METHODOLOGY

## Introduction

This report presents findings from the Northern Panhandle Household Transportation Survey, as part of the *Sitka Access EIS and North Panhandle Transportation Study* undertaken by CH2M Hill for the Alaska Department of Transportation and Public Facilities. The McDowell Group, Inc., an Alaska research and consulting firm with offices in Juneau and Anchorage, was contracted by CH2M Hill to conduct the household survey.

The telephone survey was conducted in the following communities: Hoonah, Kake, Gustavus, Angoon, Pelican, Tenakee Springs, Port Alexander, Elfin Cove, and Baranof Warm Springs. The survey asked residents for information regarding their travel behavior, and preferences for access, to and from three communities: Juneau, Sitka, and Petersburg. The survey also gathered information on passenger-only ferry service, travel motives, and other issues.

## Methodology

In late October 2004, telephone surveys were conducted with 304 randomly-selected households in the Northern Panhandle region. Target survey samples were determined based on the population of each community. Because several communities came out slightly above or below target, results were weighted according to the population in each community. The survey findings are initially presented based to all 304 responding households. Results for each community are then presented in summary tables. A copy of the survey instrument is provided at the end of the report.

The table below shows the number of surveys conducted in each community, the percentage of total surveys for each community, and the percentage of the adult population in each community who were surveyed. The table also shows the maximum margin of error at the 95 percent confidence level.

**Number of Surveys and Maximum Margin of Error by Community**

	Number of Surveys	% of Total Surveys	2003 Population (Adults) <sup>1</sup>	% of Adult Population Surveyed	Maximum Margin of Error
Hoonah	93	31%	604	15%	±9.2%
Kake	58	19	450	13	12.5
Gustavus	52	17	324	16	13.0
Angoon	45	15	328	14	13.2
Pelican	23	8	86	27	17.2
Tenakee Springs	16	5	91	18	>20.0
Port Alexander	11	4	48	23	>20.0
Elfin Cove	5	2	27	19	>20.0
Baranof Warm Springs <sup>2</sup>	1	<1	2	50	N/A
<b>Total</b>	<b>304</b>	<b>100%</b>	<b>1,960</b>	<b>16%</b>	<b>±5.3%</b>

<sup>1</sup> As adult population at the community level is only determined in Census years, the 2003 adult population was estimated based on 2000 adult ratios for each community.

<sup>2</sup> Available data indicates that two adults reside in Baranof Warm Springs year-round, although more adults live there during summer.

# HOUSEHOLD SURVEY RESULTS

## Most Important Communities for Ferry Access

- The vast majority of respondents (93 percent) said that Juneau was either the most important or second-most important community to have ferry access to. Sitka was commonly mentioned as second-most important.
- Very few respondents mentioned communities other than Juneau or Sitka as being important to have access to. Hoonah was mentioned by 7 percent of respondents, while Petersburg, Ketchikan, and Haines were each mentioned by 4 percent of respondents.
- Port Alexander was the only community in which respondents viewed Sitka as being more important than Juneau to have ferry access to.

### Which Southeast community, if any, is most important for you to have access to by ferry? Which is the second most?

	Most Important	2 <sup>nd</sup> Most Important	1 <sup>st</sup> + 2 <sup>nd</sup> responses
Juneau	81%	13%	93%
Sitka	12	52	64
Kake	2	0	2
Petersburg	2	3	4
Angoon	1	1	2
Hoonah	<1	7	7
Ketchikan	<1	3	4
Tenakee	0	1	1
Haines/Klukwan	0	4	4
Skagway	0	2	2
Gustavus	0	<1	<1
Metlakatla	0	<1	<1
Yakutat	0	<1	<1
None	1	13	14
Don't know/refused	1	0	1

Note: Most important plus second most important percentages may not add to the combined percentage due to rounding.

## Most Important Communities for Air Access

- These results closely mirror those for ferry access, with 92 percent of respondents saying that Juneau is the most important or second-most important community to have air access to.
- Again, Port Alexander was the only community where respondents considered Sitka as more important than Juneau to have air access to.

**Which Southeast community, if any, is most important for you to have access to by air? Which is the second most?**

	Most Important	2 <sup>nd</sup> Most Important	1 <sup>st</sup> + 2 <sup>nd</sup> responses
Juneau	82%	11%	92%
Sitka	11	52	64
Ketchikan	1	4	5
Angoon	1	<1	1
Gustavus	<1	0	<1
Kake	<1	1	1
Petersburg	<1	5	5
Hoonah	0	4	4
Tenakee	0	1	1
Haines/Klukwan	0	3	3
Skagway	0	1	1
Metlakatla	0	<1	<1
Yakutat	0	<1	<1
Craig	0	<1	<1
None	1	17	18
Don't know/refused	2	0	2

### Relative Importance of Ferry Issues

- The two issues of “frequent ferry service” and “low cost ferry service” tended to be more important to respondents than either “convenient arrival/departure times” or “fast travel times.”
- Frequent ferry service was particularly important to Pelican respondents, with 78 percent saying that it was most important or second-most important.
- Low-cost ferry service was most important to Gustavus respondents (75 percent).
- Convenient arrival/departure times was most important to Hoonah respondents (59 percent).
- Fast travel times was most important to Kake respondents (40 percent).

#### Which of the following issues is most important in meeting your ferry transportation needs? Second most important?

	Most Important	2 <sup>nd</sup> Most Important	1 <sup>st</sup> + 2 <sup>nd</sup> responses
Frequent ferry service	34%	28%	62%
Low cost ferry service	29	31	60
Convenient arrival/departure times	18	23	40
Fast travel times	16	14	30
Don't know/refused	4	5	9

### Relative Importance of Air Transportation Issues

- Low cost air service was by far the most important issue for respondents, with 63 percent saying it was the most important issue.
- Kake respondents had the highest proportion of “low-cost air service” responses (83 percent).
- Port Alexander had the highest proportion of both “frequent air service” (73 percent) and “convenient arrival/departure times” (45 percent).
- Tenakee Springs had the highest proportion of “fast travel times” responses (31 percent).

#### Which of the following issues is most important in meeting your air transportation needs? Second most important?

	Most important	2 <sup>nd</sup> Most Important	1 <sup>st</sup> + 2 <sup>nd</sup> responses
Low cost air service	63%	14%	78%
Frequent air service	16	36	52
Convenient arrival/departure times	10	28	38
Fast travel times	5	14	19
Don't know/refused	6	8	14



### Reasons for Flying Instead of Taking the Ferry

- Over half of respondents (58 percent) said their main reason for flying instead of taking the ferry is travel time.
- While “fast travel times” was ranked lowest on a list of ferry service priorities (see previous page), it remains the number one reason that people do not take the ferry. The difference between the two results is contextual: in the first question, respondents are being asked *only* about ferry service issues. The slower transportation time is somewhat of a given when considering ferry travel. In the second question, respondents are asked to compare flying and taking the ferry. Travel time becomes paramount as a point of comparison.
- Angoon respondents were most likely to mention ferry takes too long (67 percent). Hoonah respondents were most likely to mention schedule convenience (35 percent).

#### When traveling within Southeast Alaska, what is the main reason you would choose to fly instead of taking the ferry?

	% of Total
Ferry takes too long/travel time	58%
Air schedule convenience/ferry schedule inconvenience	26
No AMHS service to community or destination	10
Don't fly/won't fly/never fly	3
Other	<1
Don't know	8
Refused	3

### Reasons for Taking the Ferry Instead of Flying

- The most common reason respondents would take the ferry instead of fly is to bring vehicle/freight, mentioned by 40 percent, followed closely by less expensive (33 percent) and weather (30 percent).

#### When traveling within Southeast Alaska, what is the main reason you would choose to take the ferry instead of flying?

	% of Total
Bring vehicle/freight	40%
Less expensive	33
Weather	30
Relaxing	12
Don't like to fly	9
Safer	8
Scenery	5
More reliable	3
Other	2
Don't know	2
Refused	2

### Ownership of Cars in Juneau, Sitka, and Petersburg

- Fifteen percent of respondents keep a car in Juneau or Sitka, nearly all of whom keep a car in Juneau. No respondents said that they keep a car in Petersburg.
- Tenakee Springs respondents were most likely to keep a car in one of the three communities: 44 percent keep a car in Juneau, and 6 percent keep a car in Sitka.

#### Do you keep a car in Juneau, Sitka or Petersburg? If Yes, in which community?

% of Total	
Yes	15%
Juneau	11
Sitka	1
Petersburg	0
Refused	2
No	84
Refused	1

### Passenger-Only Ferry Usage and Rating

- One out of five respondents traveled on a passenger-only ferry in the past year. Usage was highest among Angoon respondents (44 percent), Tenakee respondents (38 percent), and Pelican respondents (35 percent).

#### Have you traveled on an Allen Marine, Four Seasons or other passenger-only ferry this year?

% of Total	
Yes	21%
No	78
Refused	1

- Among respondents who traveled on passenger-only ferry service, satisfaction with the overall experience was high, with nine out of ten saying they were either satisfied or very satisfied.
- Very few people were dissatisfied with various aspects of the passenger-only ferry service. The highest dissatisfaction ratings were for ability to transport baggage, for which 36 percent were either dissatisfied or very dissatisfied.

#### Satisfaction Levels: Passenger-Only Ferry Service (Base: Respondents who traveled on passenger-only ferry)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Neutral/ Don't know/ Refused
Overall experience	23%	67%	8%	0%	2%
Value for the money	9	65	13	1	13
Convenience of schedule	7	71	7	0	16
Comfort during the trip	16	57	16	6	5
Ability to transport baggage and personal items	3	51	31	5	11

## Age and Income

- The average age of all respondents was 51 years old. Age was highest among Pelican respondents at 58 years old. Age was lowest among Angoon respondents at 48 years old.

### Age of Respondent

% of Total	
18-24 years	6%
25-34 years	6
35-44 years	18
45-54 years	29
55-64 years	26
65 years and over	15
Average age	51 years old

- The average household income of all respondents was \$42,100. Income was highest among Elfin Cove and Pelican respondents. Income was lowest among Kake and Angoon respondents.

### Household Income

% of Total	
Under \$20,000	25%
\$20,000 to \$40,000	29
\$40,000 to \$60,000	19
\$60,000 to \$80,000	11
\$80,000 to \$100,000	5
Over \$100,000	4
Refused	7
Average	\$42,100

## Juneau: Travel Frequency

- Respondents reported taking an average of 9.5 trips to Juneau over the previous 12 months, including 3.7 trips by ferry and 5.8 trips by air. (These averages include respondents who took zero trips.)
- Gustavus respondents reported the highest average number of trips to Juneau at 14.0. Port Alexander respondents reported the lowest average number at 1.4.

### Number of Trips in Past Twelve Months to Juneau, by Ferry and Air<sup>1</sup>

	Total	By Ferry	By Air
None	7%	34%	20%
1-3 trips	15	27	26
4-6 trips	29	22	22
7-12 trips	26	13	19
13-24 trips	17	2	10
25 or more trips	6	1	2
Average	9.5 trips	3.7 trips	5.8 trips

## Juneau: Purpose of Trips

- Shopping was the number one reason reported for traveling to Juneau by ferry (34 percent), followed by medical (23 percent).
- Among airplane trips, medical and work each accounted for 26 percent of trips, followed by shopping at 19 percent.
- Hoonah respondents were the most likely to make shopping trips to Juneau by ferry (37 percent of all trips). Tenakee Springs respondents were the most likely to make medical trips to Juneau by ferry (30 percent of all trips).
- Elfin Cove respondents were most likely to make medical trips to Juneau by air (38 percent of all trips). Tenakee Springs respondents were most likely to make work trips to Juneau by air (37 percent of all trips).

### How many of your Juneau ferry/air trips were primarily for...(trip purpose)?

(Base: Those who traveled to Juneau)

	% of Ferry Trips	% of Air Trips
Shopping	34%	19%
Medical	23	26
No primary purpose/multiple	18	10
Work	14	26
Visiting friends and relatives	7	10
Special events (school, sports)	5	4
Passing through	1	6
Other	1	<1

<sup>1</sup> When respondents were asked how many trips they made to Juneau (or Sitka or Petersburg), they were asked to include trips where they were passing through.

### Juneau: Desired Frequency of Service

- When asked their desired frequency of service to Juneau, the most common response was twice a week (28 percent), followed by once a week (21 percent). Fifteen percent desired three times a week service. Average was 1.7 times a week.
- Hoonah respondents reported the highest average desired frequency of ferry service to Juneau, at 2.6 times a week. Elfin Cove respondents reported the lowest average frequency at 2.5 times a month (or 0.6 times a week).

#### How frequent would ferry service to Juneau need to be in order to meet your needs?

% of Total	
Zero	5%
1 to 11 times/year	5
Once a month	10
Twice a month	9
Once a week	21
Twice a week	28
Three times a week	15
Four to six times a week	5
Daily	1
Other	2
Average	1.7 times/week

### Juneau: Expected Travel with Desired Frequency

- Respondents predicted that they would make an average of 12.6 trips to Juneau in a year if they had their desired frequency of service.
- Elfin Cove and Hoonah respondents predicted the highest frequency of travel at 15.8 trips and 15.6 trips, respectively.
- Port Alexander and Pelican respondents predicted the lowest frequency of travel at 2.9 trips and 8.1 trips, respectively.

#### If you had your desired frequency of ferry service, how many ferry trips would you make to Juneau in a year?

(Base: Those who gave a number other than zero on previous question)

% of Total	
Zero	3%
1-3 times	10
4-6 times	29
7-12 times	34
13-24 times	15
25 or more times	9
Average	12.6 trips

### Juneau: Preferred Travel with Vehicle

- Respondents said they would prefer to take a vehicle on an average of 6.9 trips, out of the 12.6 total trips.
- Not surprisingly, communities with few vehicles (Tenakee Springs, Port Alexander, and Elfin Cove) predicted fewer trips with a vehicle.

**Of the ferry trips you estimate making to Juneau in a year, on how many of these trips would you prefer to take a vehicle?**  
(Base: Those who gave a number other than zero on previous question)

% of Total	
Zero	32%
1-3 times	14
4-6 times	22
7-12 times	21
13-24 times	7
25 or more times	4
Average	6.9 trips

### Juneau: Satisfaction with Ground Transportation

- Nearly three out of ten respondents (29 percent) were dissatisfied with the ability to get ground transportation at the Juneau ferry terminal. Forty-two percent were satisfied, and 29 percent felt neutral or didn't know.
- Respondents tended to be more satisfied with their ability to get ground transportation at the Juneau airport, with 79 percent saying they were satisfied and only 8 percent saying they were dissatisfied.

#### Satisfaction Levels: Juneau Ground Transportation

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Neutral/ Don't know/ Refused
Ability to get ground transportation at the Juneau ferry terminal	2%	40%	19%	10%	29%
Ability to get ground transportation at the Juneau airport	10	69	6	2	13

### Sitka: Travel Frequency

- About two-thirds of respondents (64 percent) had traveled to Sitka in the previous 12 months, making an average of 2.8 trips. (The average is based to all respondents, not just those who traveled to Sitka.)
- Port Alexander respondents reported the highest frequency of travel to Sitka: an average of 5.1 trips. Gustavus respondents reported the least travel to Sitka, at 0.4 average trips.

#### Number of Trips in Past Twelve Months to Sitka, by Ferry and Air

	Total	By Ferry	By Air
None	36%	55%	62%
1-3 trips	34	27	28
4-6 trips	19	11	6
7-12 trips	9	6	3
13-24 trips	1	1	<1
25 or more trips	<1	0	0
Average	2.8 trips	1.8 trips	1.0 trips

### Sitka: Purpose of Trips

- About half of all trips to Sitka made by respondents in the last 12 months were taken for medical reasons, whether they traveled by ferry or air.
- Ferry trips to Sitka were more likely than air trips to be for visiting friends and relatives (19 percent) and for shopping (17 percent). Air trips, on the other hand, were more likely to be for work purposes (22 percent).
- Kake respondents were the most likely to make medical trips to Sitka by ferry (65 percent of all ferry trips). They were also the most likely to make medical trips to Sitka by air (72 percent of all air trips).

#### How many of your Sitka ferry/air trips were primarily for...(trip purpose)? (Base: Those who traveled to Sitka)

	% of Ferry Trips	% of Air Trips
Medical	48%	52%
Visiting friends and relatives	19	10
Shopping	17	2
No primary purpose/multiple	9	4
Special events (school, sports)	6	2
Passing through	3	6
Work	3	22
Other	1	<1

### Sitka: Desired Frequency of Service

- Three out of ten respondents said they did not need ferry service to Sitka.
- Twice a week (21 percent) and once a week (18 percent) were the most commonly requested ferry service frequencies. Average (including those who needed no service) was about once a week.
- Angoon respondents reported the highest average desired frequency of ferry service to Sitka, at 1.4 times a week. Elfin Cove respondents suggested the lowest average frequency at 1.8 times a month (or 0.4 times a week).

#### How frequent would ferry service to Sitka need to be in order to meet your needs?

% of Total	
Zero	29%
1 to 11 times/year	8
Once a month	9
Twice a month	6
Once a week	18
Twice a week	21
Three times a week	4
Four to six times a week	3
Other	2
Average	0.9 times/week

### Sitka: Expected Travel with Desired Frequency

- Among respondents who suggested a frequency of ferry service other than zero, an average of 6.9 trips to Sitka in a year was predicted – if they had their desired frequency of service.
- Port Alexander respondents predicted they would travel to Sitka an average of 8.8 times a year; Gustavus respondents predicted just 2.4 trips a year.

#### If you had your desired frequency of ferry service, how many ferry trips would you make to Sitka in a year? (Base: Those who gave a number other than zero on previous question)

% of Total	
Zero	4%
1-3 times	32
4-6 times	35
7-12 times	19
13-24 times	6
25 or more times	3
Average	6.9 trips



### Sitka: Preferred Travel with Vehicle

- Respondents said they would prefer to take a vehicle on an average of 3.1 trips, out of the 6.9 total trips.
- As with travel to Juneau, respondents in communities with few vehicles were much less likely to say they would prefer to take a vehicle.

**Of the ferry trips you estimate making to Sitka in a year,  
on how many of these trips would you prefer to take a vehicle?**  
(Base: Those who gave a number other than zero on previous question)

% of Total	
Zero	50%
1-3 times	22
4-6 times	19
7-12 times	5
13-24 times	2
25 or more times	2
Average	3.1 trips

### Sitka: Satisfaction with Ground Transportation

- A significant portion of respondents (42 and 37 percent) did not identify their satisfaction levels with Sitka's ground transportation at the ferry or air terminals. This reflects the percentage of respondents who did not travel to Sitka in the previous 12 months (36 percent).
- Satisfaction was higher with ground transportation at the Sitka air terminal (52 percent satisfied or very satisfied) versus the ferry terminal (39 percent).

#### Satisfaction Levels: Sitka Ground Transportation

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Neutral/ Don't know/ Refused
Ability to get ground transportation at the Sitka ferry terminal	3%	36%	17%	2%	42%
Ability to get ground transportation at the Sitka air terminal	4	47	9	3	37

### Petersburg: Travel Frequency

- One out of five respondents said they traveled to (or through) Petersburg in the previous 12 months, for an overall average of 0.5 trips.
- Kake respondents were the most likely to have traveled to Petersburg at 56 percent, with an average of 1.6 trips.
- Angoon respondents were the least likely to have traveled to Petersburg, at 4 percent.

#### Number of Trips in Past Twelve Months to Petersburg, by Ferry and Air

	Total	By Ferry	By Air
None	80%	87%	92%
1-3 trips	16	12	7
4-6 trips	3	1	1
7-12 trips	<1	0	0
13-24 trips	<1	<1	0
25 or more trips	0	0	0
Average	0.5 trips	0.3 trips	0.2 trips

### Petersburg: Purpose of Trips

- Among ferry trips, respondents were most likely to say they were for multiple reasons (29 percent). One out of four trips were for shopping.
- Respondents were most likely to say their Petersburg air trips were for work (45 percent), followed by medical (28 percent).
- Compared to the other two communities profiled (Juneau and Sitka), Petersburg had the highest incidence of respondents saying they were “passing through”: 14 percent of ferry trips, compared to 1 percent for Juneau and 3 percent for Sitka; and 13 percent of air trips, compared to 6 percent for Juneau and 6 percent for Sitka.

#### How many of your Petersburg ferry/air trips were primarily for...(trip purpose)? (Base: Those who traveled to Petersburg)

	% of Ferry Trips	% of Air Trips
No primary purpose/multiple	29%	5%
Shopping	25	15
Passing through	14	13
Visiting friends and relatives	11	17
Work	11	45
Medical	6	28
Special events (school, sports)	4	0

### **Petersburg: Desired Frequency of Service**

- Nearly three-quarters of respondents (73 percent) said they did not need ferry service to Petersburg.
- Those requesting ferry service to Petersburg most often suggested once a week service (11 percent).

#### **How frequent would ferry service to Petersburg need to be in order to meet your needs?**

<b>% of Total</b>	
Zero	73%
1 to 11 times/year	4
Once a month	3
Twice a month	2
Once a week	11
Twice a week	4
Three times a week	2
Four to six times a week	<1
Other	<1
Average	1.3 times/month

### **Petersburg: Expected Travel with Desired Frequency**

- Among respondents who requested a frequency of ferry service other than zero, the average number of trips they estimated they would take in a year was 4.6.
- Kake respondents predicted the highest number of trips to Petersburg at 6.5. Gustavus respondents predicted just 1.8 trips.

#### **If you had your desired frequency of ferry service, how many ferry trips would you make to Petersburg in a year?** (Base: Those who gave a number other than zero on previous question)

<b>% of Total</b>	
Zero	10%
1-3 times	56
4-6 times	17
7-12 times	11
13-24 times	2
25 or more times	4
Average	4.6 trips

### Petersburg: Preferred Travel with Vehicle

- Respondents who suggested they would travel to Petersburg with their desired frequency of service said they would prefer to take a vehicle on an average of 2.0 of those trips.

**Of the ferry trips you estimate making to Petersburg in a year, on how many of these trips would you prefer to take a vehicle?**  
(Base: Those who gave a number other than zero on previous question)

% of Total	
Zero	64%
1-3 times	22
4-6 times	7
7-12 times	3
13-24 times	2
25 or more times	2
Average	2.0 trips

### Petersburg: Satisfaction with Ground Transportation

- Over three-quarters of respondents (77 percent) did not identify a level of satisfaction with Petersburg ground transportation – corresponding closely with the 80 percent who did not travel to Petersburg in the last year.
- Of those who gave a satisfaction level, respondents tended to be more satisfied than dissatisfied with ground transportation both at the ferry terminal (16 percent satisfied; 6 percent dissatisfied) and at the airport (14 percent satisfied; 7 percent dissatisfied).

#### Satisfaction Levels: Petersburg Ground Transportation

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Neutral/ Don't know/ Refused
Ability to get ground transportation at the Petersburg ferry terminal	1%	15%	6%	<1%	77%
Ability to get ground transportation at the Petersburg airport	1	13	6	1	77

## ***RESULTS BY COMMUNITY***

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This section contains two detailed tables summarizing the survey results by individual community. Where significant or interesting differences occurred among the individual communities surveyed, they have been pointed out in the text accompanying each table in the previous section.

Sample sizes are indicated along the top row of the table. Readers are advised to be aware of the small sample sizes in viewing the individual community data, particularly in the cases of Tenakee Springs (16 respondents), Port Alexander (11 respondents), and Elfin Cove (5 respondents).

Results for Baranof Warm Springs are not presented in this section, as only one person participated in the survey. (Available data indicates that two adults reside in Baranof Warm Springs year-round.)

Summary Table: All Communities

	All Respondents (n = 304)	Angoon (n = 45)	Elfin Cove (n = 5)	Gustavus (n = 52)	Hoonah (n = 93)	Kake (n = 58)	Pelican (n = 23)	Port Alexander (n = 11)	Tenakee Springs (n = 16)
Which Southeast community is most important for you to have access to by ferry? (Top 2 responses)									
Juneau	81%	73%	100%	92%	91%	71%	100%	18%	81%
Sitka	12	16	0	0	6	19	0	64	6
Which Southeast community is second most important for you to have access to by ferry? (Top 2 responses)									
Sitka	52%	68%	40%	19%	55%	55%	65%	27%	63%
Juneau	13	16	0	0	6	22	0	55	13
Which Southeast community is most important for you to have access to by air? (Top 2 responses)									
Juneau	82%	78%	80%	98%	92%	69%	91%	9%	100%
Sitka	11	11	0	2	2	21	4	82	0
Which Southeast community is second most important for you to have access to by air? (Top 2 responses)									
Sitka	52%	67%	60%	25%	55%	53%	79%	9%	63%
Juneau	11	11	20	2	3	22	5	64	0
Most important issues in addressing ferry transportation needs (First and second responses combined)									
Frequent ferry service	62%	60%	40%	60%	57%	67%	78%	36%	69%
Low cost ferry service	60	67	40	75	52	62	48	55	38
Convenient arrival/departure times	40	36	80	33	59	28	35	36	44
Fast travel times	30	33	40	17	26	40	26	36	25
Most important issues in addressing air transportation needs (First and second responses combined)									
Low cost air service	78%	80%	80%	73%	80%	83%	70%	55%	56%
Frequent air service	52	44	60	54	52	48	70	73	56
Convenient arrival/departure times	38	38	60	40	40	36	26	45	31
Fast travel times	19	24	0	25	16	17	9	9	31
When traveling in Southeast Alaska, what is the main reason you would choose to fly instead of taking the ferry? (Top 4 responses)									
Ferry takes too long/travel time	58%	67%	60%	56%	55%	60%	65%	27%	63%
Air sched. convenience/ferry sched. inconvenience	26	24	20	17	35	26	13	18	6
No AMHS service to community or destination	10	2	60	35	0	5	17	55	19
Don't fly/won't fly/never fly	3	4	0	0	0	5	9	9	0
When traveling in Southeast Alaska, what is the main reason you would choose to take the ferry instead of fly? (Top 4 responses)									
Bring vehicle/freight	40%	36%	40%	42%	42%	48%	22%	9%	31%
Less expensive	33	29	60	27	24	45	43	55	56
Weather	30	27	40	15	34	41	22	0	31
Relaxing	12	7	0	17	10	17	9	9	19
Do you keep a car in Juneau, Sitka, or Petersburg?									
Juneau	11%	11%	40%	25%	5%	4%	13%	0%	44%
Sitka	1	0	0	0	0	0	4	27	6
Petersburg	0	0	0	0	0	0	0	0	0
Have you traveled on an Allen Marine, Four Seasons or other passenger-only ferry this year?									
Yes	21%	44%	0%	10%	25%	2%	35%	0%	38%
(If Yes) How satisfied were you with the overall experience?									
Satisfied or very satisfied	90%	90%	N/A	80%	87%	100%	100%	N/A	100%
Dissatisfied or very dissatisfied	8	5	N/A	20	13	0	0	N/A	0
Refused	2	5	N/A	0	0	0	0	N/A	0
Average age	51 years old	48 years old	55 years old	51 years old	50 years old	50 years old	58 years old	54 years old	57 years old
Average income	\$42,100	\$34,200	\$73,300	\$51,800	\$49,000	\$33,000	\$50,200	\$34,300	\$41,700

Summary Table: All Communities (Cont'd)

TRAVEL TO JUNEAU	All Respondents (n = 304)	Angoon (n = 45)	Elfin Cove (n = 5)	Gustavus (n = 52)	Hoonah (n = 93)	Kake (n = 58)	Pelican (n = 23)	Port Alexander (n = 11)	Tenakee Springs (n = 16)
<b>In the past 12 months, how many trips have you made to Juneau?</b>									
Traveled to Juneau	93%	98%	100%	96%	97%	89%	87%	73%	94%
Average number of trips (including non-travelers)	9.5 trips	9.4 trips	10.4 trips	9.8 trips	14.0 trips	6.0 trips	6.0 trips	1.4 trips	10.1 trips
By ferry	3.7 trips	4.8 trips	0.0 trips	0.0 trips	6.3 trips	2.7 trips	1.7 trips	0.1 trips	6.1 trips
By air	5.8 trips	4.6 trips	10.4 trips	9.8 trips	7.7 trips	3.4 trips	4.3 trips	1.3 trips	4.1 trips
<b>Purpose of Juneau ferry trips (Top 3; % of total trips)</b>									
Shopping	34%	36%	N/a	N/a	37%	28%	26%	0%	16%
Medical	23	15	N/a	N/a	25	28	21	0	30
No primary purpose/multiple reasons	18	31	N/a	N/a	8	24	32	0	32
<b>Purpose of Juneau air trips (Top 3; % of total trips)</b>									
Work	26%	21%	35%	24%	28%	29%	12%	29%	37%
Medical	26	14	38	29	30	21	10	14	35
Shopping	19	19	21	29	14	17	13	29	8
<b>Desired frequency of ferry service to Juneau (avg.)</b>	1.7 times / week	1.7 times / week	0.6 times / week	1.1 times / week	2.6 times / week	1.5 times / week	0.7 times / week	0.9 times / week	1.2 times / week
With desired service, projected # of annual ferry trips (Base: those who desire service to Juneau)	12.6 trips / year	14.0 trips / year	15.8 trips / year	12.6 trips / year	15.6 trips / year	10.8 trips / year	8.1 trips / year	2.9 trips / year	11.1 trips / year
Number of trips on which vehicle would be preferred	6.9 trips / year	8.1 trips / year	0.0 trips / year	5.9 trips / year	10.7 trips / year	5.0 trips / year	2.4 trips / year	0.6 trips / year	0.9 trips / year
<b>TRAVEL TO SITKA</b>									
<b>In the past 12 months, how many trips have you made to Sitka?</b>									
Traveled to Sitka	64%	75%	40%	23%	61%	84%	48%	91%	50%
Average number of trips (including non-travelers)	2.8 trips	3.9 trips	3.0 trips	0.4 trips	2.3 trips	4.3 trips	0.9 trips	5.1 trips	3.3 trips
By ferry	1.8 trips	2.7 trips	0.0 trips	0.0 trips	1.6 trips	2.8 trips	0.1 trips	0.0 trips	2.8 trips
By air	1.0 trips	1.2 trips	3.0 trips	0.4 trips	0.6 trips	1.5 trips	0.8 trips	5.1 trips	0.4 trips
<b>Purpose of Sitka ferry trips (Top 3; % of total trips)</b>									
Medical	48%	33%	N/a	N/a	52%	65%	0%	N/a	0%
Visiting friends and relatives	19	26	N/a	N/a	32	6	0	N/a	2
Shopping	17	44	N/a	N/a	0	4	50	N/a	51
<b>Purpose of Sitka air trips (Top 3; % of total trips)</b>									
Medical	52%	61%	0%	21%	49%	72%	37%	30%	0%
Work	22	22	67	32	23	12	21	32	29
Visiting friends and relatives	10	6	33	26	16	4	16	7	71
<b>Desired frequency of ferry service to Sitka (avg.)</b>	0.9 times / week	1.4 times / week	1.8 times / month	0.6 times / month	1.1 times / week	1.2 times / week	0.9 times / month	0.7 times / week	0.7 times / week
With desired service, projected # of annual ferry trips (Base: those who desire service to Sitka)	6.9 trips / year	9.4 trips / year	21.7 trips / year	2.4 trips / year	6.0 trips / year	6.4 trips / year	4.8 trips / year	8.1 trips / year	6.9 trips / year
Number of trips on which vehicle would be preferred	3.1 trips / year	5.1 trips / year	0.0 trips / year	1.1 trips / year	3.0 trips / year	3.0 trips / year	1.1 trips / year	0.0 trips / year	2.3 trips / year
<b>TRAVEL TO PETERSBURG</b>									
<b>In the past 12 months, how many trips have you made to Petersburg?</b>									
Traveled to Petersburg	20%	4%	20%	4%	10%	56%	22%	9%	19%
Average number of trips (including non-travelers)	0.5 trips	0.0 trips	1.2 trips	0.1 trips	0.1 trips	1.6 trips	0.5 trips	0.2 trips	0.6 trips
By ferry	0.3 trips	0.0 trips	0.0 trips	0.0 trips	0.1 trips	1.2 trips	0.3 trips	0.0 trips	0.3 trips
By air	0.2 trips	0.0 trips	1.2 trips	0.0 trips	0.1 trips	0.4 trips	0.2 trips	0.2 trips	0.4 trips
<b>Desired frequency of ferry service to Pbg. (avg.)</b>	1.3 times / month	8.6 times / year	2.4 times / year	2.4 times / year	0.9 times / month	0.8 times / week	3.5 times / year	1.4 times / month	2.0 times / year
With desired service, projected # of annual ferry trips (Base: those who desire service to Petersburg)	4.6 trips / year	3.0 trips / year	4.0 trips / year	1.8 trips / year	2.7 trips / year	6.5 trips / year	2.3 trips / year	3.2 trips / year	3.3 trips / year
Number of trips on which vehicle would be preferred	2.0 trips / year	0.3 trips / year	0.0 trips / year	1.0 trips / year	2.3 trips / year	3.0 trips / year	0.0 trips / year	0.0 trips / year	1.7 trips / year

See attached.



Northern Panhandle Household Transportation Survey

PHONE # \_\_\_\_\_ SURVEY # \_\_\_\_\_

INTERVIEWER NAME \_\_\_\_\_ DATE \_\_\_\_\_

S1. Community of residence (Don't read)

- 01☐ Angoon

02☐ Baranof Warm Springs

03☐ Elfin Cove

04☐ Gustavus

05☐ Hoonah

06☐ Kake

07☐ Pelican

08☐ Port Alexander

09☐ Tenakee Springs

Hello, this is \_\_\_\_\_ with the McDowell Group, an Alaska research firm. We are conducting a survey for the Alaska Department of Transportation to better understand the travel needs of Southeast Alaska residents. Your participation will help in future transportation planning for your community. I would like to ask you a few questions.

1. In what year were you born? 19\_\_\_\_\_ (If born after 1986, ask for an adult. If none available, thank and end survey.)  
9☐ Don't know/refused
2. Which Southeast community, if any, is most important for you to have access to by FERRY?  
(Don't read list) Which is the second most? (Write one for 1<sup>st</sup> choice and two for 2<sup>nd</sup> choice)  

\_\_\_\_\_ None

\_\_\_\_\_ Hydaburg

\_\_\_\_\_ Skagway

\_\_\_\_\_ Angoon

\_\_\_\_\_ Hyder

\_\_\_\_\_ Tenakee

\_\_\_\_\_ Coffman Cove

\_\_\_\_\_ Juneau

\_\_\_\_\_ Thorne Bay

\_\_\_\_\_ Craig

\_\_\_\_\_ Kake

\_\_\_\_\_ Wrangell

\_\_\_\_\_ Elfin Cove

\_\_\_\_\_ Ketchikan

\_\_\_\_\_ Yakutat

\_\_\_\_\_ Gustavus

\_\_\_\_\_ Metlakatla

\_\_\_\_\_ Other\_\_\_\_\_

\_\_\_\_\_ Haines/Klukwan

\_\_\_\_\_ Pelican

\_\_\_\_\_ Don't know

\_\_\_\_\_ Hobart Bay

\_\_\_\_\_ Petersburg

\_\_\_\_\_ Refused

\_\_\_\_\_ Hoonah

\_\_\_\_\_ Sitka

\_\_\_\_\_
3. Which southeast community, if any, is most important for you to have access to by AIR?  
(Don't read list) Which is the second most? (Write one for 1<sup>st</sup> choice and two for 2<sup>nd</sup> choice)  

\_\_\_\_\_ None

\_\_\_\_\_ Hydaburg

\_\_\_\_\_ Skagway

\_\_\_\_\_ Angoon

\_\_\_\_\_ Hyder

\_\_\_\_\_ Tenakee

\_\_\_\_\_ Coffman Cove

\_\_\_\_\_ Juneau

\_\_\_\_\_ Thorne Bay

\_\_\_\_\_ Craig

\_\_\_\_\_ Kake

\_\_\_\_\_ Wrangell

\_\_\_\_\_ Elfin Cove

\_\_\_\_\_ Ketchikan

\_\_\_\_\_ Yakutat

\_\_\_\_\_ Gustavus

\_\_\_\_\_ Metlakatla

\_\_\_\_\_ Other\_\_\_\_\_

\_\_\_\_\_ Haines/Klukwan

\_\_\_\_\_ Pelican

\_\_\_\_\_ Don't know

\_\_\_\_\_ Hobart Bay

\_\_\_\_\_ Petersburg

\_\_\_\_\_ Refused

\_\_\_\_\_ Hoonah

\_\_\_\_\_ Sitka

\_\_\_\_\_

4a. In the past 12 months, how many trips have you, yourself, made from (their community) to Juneau? Please include trips where you were just passing through Juneau.  
(If zero, skip to Read before Q7)

	# of trips	Don't know/refused
a. Trips		999
b. By ferry		999
c. By air		999

4b. How many of these trips were by ferry?

4c. How many of these trips were by air?

[Read] We would like to understand the primary reasons that you travel to Juneau. For each mode of travel, I am going to ask you if the primary purpose of your trip was for medical, shopping, visiting friends and relatives, special events, or work.

5. How many of your (# from Q4b) Juneau FERRY trips were primarily for...(Read list)

Medical

Shopping

Visiting friends and relatives

Special events such as school and sports

Work

Other

Passing through

No primary purpose/multiple reasons

[Total should be equal to 4b]

997 Don't know

999 Refused

6. How many of your (# from Q4c) Juneau AIR trips were primarily for...(Read list)

Medical

Shopping

Visiting friends and relatives

Special events such as school and sports

Work

Other

Passing through

No primary purpose/multiple reasons

[Total should be equal to 4c]

997 Don't know

999 Refused

[Read] The next series of questions concerns your use of ferry and air service in the future. When answering these questions, assume that travel costs would be the same as they are today.

7. How frequent would ferry service to Juneau need to be in order to meet your needs?

times per week

times per month

times per year

996 Zero/don't travel to Juneau by ferry (Skip to Q9)

997 Don't know (Skip to Q9)

999 Refused (Skip to Q9)

8. If you had ferry service (# from Q7) to Juneau, how many ferry trips would you make to Juneau in a year? (If zero, skip to Q9)

8a. Of the (# from Q8) ferry trips you estimate making to Juneau in a year, on how many of these trips would you prefer to take a vehicle?

9. Please tell me if you are Very satisfied, Satisfied, Dissatisfied or Very dissatisfied with...

	1 Very Satisfied	2 Satisfied	3 Dissatisfied	4 Very Dissatisfied	5 Neutral	7 Don't know	9 Refused
a. Your ability to get ground transportation at the Juneau ferry terminal.	1	2	3	4	5	7	9
b. Your ability to get ground transportation at the Juneau airport.	1	2	3	4	5	7	9

10a. In the past 12 months, how many trips have you made from their community to Sitka? Please include trips where you were just passing through Sitka.  
(If zero, skip to Read before Q13)

	# of trips	Don't know/ refused
a. Trips		999
b. By ferry		999
c. By air		999

10b. How many of these trips were by ferry?

10c. How many of these trips were by air?

[Read] We would like to understand the primary reasons that you travel to Sitka. For each mode of travel I, am going to ask you if the primary purpose of your trip was for medical, shopping, visiting friends and relatives, special events, or work.

11. How many of your (# from Q10b) Sitka **FERRY** trips were primarily for...(Read list)

- Medical

Shopping

Visiting friends and relatives

Special events such as school and sports

Work

Other

Passing through

No primary purpose/multiple reasons
- [Total should be equal to 10b]

997 Don't know

999 Refused

12. How many of your (# from Q10c) Sitka **AIR** trips were primarily for...(Read list)

- Medical

Shopping

Visiting friends and relatives

Special events such as school and sports

Work

Other

Passing through

No primary purpose/multiple reasons
- [Total should be equal to 10c]

997 Don't know

999 Refused

[Read] The next series of questions concerns your use of ferry and air service in the future. When answering these questions, assume that travel costs would be the same as they are today.

13. How frequent would ferry service to Sitka need to be in order to meet your needs?

- times per week

times per month

times per year
- 996 Zero/don't travel to Sitka by ferry (Skip to Q15)

997 Don't know (Skip to Q15)

999 Refused (Skip to Q15)

14. If you had ferry service (# from Q13) to Sitka, how many ferry trips would you make to Sitka

in a year? (If zero, skip to Q15)

14a. Of the (# from Q14) ferry trips you estimate making to Sitka in a year, on how many of these trips would you prefer to take a vehicle?

15. Please tell me if you are Very satisfied, Satisfied, Dissatisfied or Very dissatisfied with...

	1 Very Satisfied	2 Satisfied	3 Dissatisfied	4 Very Dissatisfied	5 Neutral	7 Don't know	9 Refused
a. Your ability to get ground transportation at the Sitka ferry terminal.	1	2	3	4	5	7	9
b. Your ability to get ground transportation at the Sitka air terminal.	1	2	3	4	5	7	9

16a. In the past 12 months, how many trips have you made from their community) to Petersburg? Please include trips where you were just passing through Petersburg.  
(If zero, skip to Read before Q19)

# of trips

Don't know/refused

a. Trips

999

16b. How many of these trips were by ferry?

b. By ferry

999

16c. How many of these trips were by air?

c. By air

999

[Read] We would like to understand the primary reasons that you travel to Petersburg. For each mode of travel, I am going to ask you if the primary purpose of your trip was for medical, shopping, visiting friends and relatives, special events, or work.

17. How many of your (# from Q16b) Petersburg FERRY trips were primarily for...(Read list)

Medical

[Total should be equal to 16b]

997

Don't know

Shopping

999

Refused

Visiting friends and relatives

Special events such as school and sports

Work

Other

Passing through

No primary purpose/multiple reasons

18. How many of your (# from Q16c) Petersburg AIR trips were primarily for...(Read list)

Medical

[Total should be equal to 16c]

997

Don't know

Shopping

999

Refused

Visiting friends and relatives

Special events such as school and sports

Work

Other

Passing through

No primary purpose/multiple reasons

[Read] The next series of questions concerns your use of ferry and air service in the future. When answering these questions, assume that travel costs would be the same as they are today.

19. How frequent would ferry service to Petersburg need to be in order to meet your needs?

times per week

996

Zero/don't travel to Petersburg by ferry (Skip to Q21)

times per month

997

Don't know (Skip to Q21)

times per year

999

Refused (Skip to Q21)

20. If you had ferry service (# from Q19) to Petersburg, how many ferry trips would you make to Petersburg in a year?

(If zero, skip to Q21)

7

Don't know (Skip to Q21)

9

Refused (Skip to Q21)

20a. Of the (# from Q20) ferry trips you estimate making to Petersburg in a year, on how many of these trips would you prefer to take a vehicle?

7

Don't know

9

Refused

21. Please tell me if you are Very satisfied, Satisfied, Dissatisfied or Very dissatisfied with...

	1 Very Satisfied	2 Satisfied	3 Dissatisfied	4 Very Dissatisfied	5 Neutral	7 Don't know	9 Refused
a. Your ability to get ground transportation at the Petersburg ferry terminal.	1	2	3	4	5	7	9
b. Your ability to get ground transportation at the Petersburg air terminal.	1	2	3	4	5	7	9

22. Next I'm going to read you a list of ferry service issues. Please indicate which issue is most important in meeting your ferry transportation needs. (Read list. Rotate list)

(Write number of ranking before choice)

Which is the second most important issue?

Which is the third most important issue?

Fast travel times

9

Don't know/refused

Convenient arrival/departure times

Low cost ferry service

Frequent ferry service

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23. I am going to read you a list of air transportation issues. Please indicate which issue is most important in meeting your air transportation needs. (Read list. Rotate list)  
(Write number of ranking before choice)

Which is the second most important issue?

Which is the third most important issue?

- Fast travel times
- Convenient arrival/departure times
- Low cost air service
- Frequent air service
- Don't know/refused

24. When traveling within Southeast Alaska, what is the main reason you would choose to fly instead of taking the ferry? (Don't read list; check all that apply)

- ☐ 1

Ferry takes too long/travel time
- ☐ 2

No AMHS service to community or destination
- ☐ 3

Air schedule convenience/ferry schedule inconvenience
- ☐ 7

Don't know
- ☐ 8

Other
- ☐ 9

Refused

25. When traveling within Southeast Alaska, what is the main reason you would choose to take the ferry instead of flying? (Don't read list;check all that apply)

- ☐ 1

Relaxing
- ☐ 2

Less expensive
- ☐ 3

Bring vehicle/freight
- ☐ 4

More reliable
- ☐ 5

Don't like to fly
- ☐ 6

Weather
- ☐ 7

Safer
- ☐ 8

Scenery
- ☐ 97

Don't know
- ☐ 98

Other
- ☐ 99

Refused

26. Do you keep a car in Juneau, Sitka or Petersburg?

- ☐ 1

Yes
- ☐ 2

No (Skip to Q27)
- ☐ 7

Don't know (Skip to Q27)
- ☐ 9

Refused (Skip to Q27)

26a. In which community?

- ☐ 1

Juneau
- ☐ 2

Sitka
- ☐ 3

Petersburg
- ☐ 7

Don't know
- ☐ 9

Refused

27. Have you traveled on an Allen Marine, Four Seasons or other passenger-only ferry this year?

- ☐ 1

Yes
- ☐ 2

No (skip to Q29)
- ☐ 7

Don't know (Skip to Q29)
- ☐ 9

Refused (Skip to Q29)

28. For each of the following components of passenger-only ferry service, were you Very satisfied, Satisfied, Dissatisfied or Very dissatisfied?

(READ LIST)	1 <i>Very Satisfied</i>	2 <i>Satisfied</i>	3 <i>Neutral</i>	4 <i>Dissatisfied</i>	5 <i>Very Dissatisfied</i>	7 <i>Don't know</i>	9 <i>Refused</i>
a. Overall experience	1	2	3	4	5	7	9
b. Value for the money	1	2	3	4	5	7	9
c. Convenience of schedule	1	2	3	4	5	7	9
d. Comfort during the trip	1	2	3	4	5	7	9
e. Ability to transport baggage and personal items	1	2	3	4	5	7	9

29. And for my last question, please stop me at the category that best describes your total combined household income before taxes in the year 2003.

- ☐ 1

Under \$20,000
- ☐ 2

\$20,001 - \$40,000
- ☐ 3

\$40,001 - \$60,000
- ☐ 4

\$60,001 - \$80,000
- ☐ 5

\$80,001 - \$100,000
- ☐ 6

Over \$100,000
- ☐ 9

Refused

Thank you for participating in this important project!